

## LISTING OF THE CLAIMS

The following listing, if entered, replaces all prior versions of the claims in the present application.

1-22. (Cancelled)

23. (Currently Amended) A method ~~of inter-module communication~~ comprising:

forming a message, wherein

said forming comprises

inserting customer relations management system information and  
other customer relations management system information  
into said message,

configuring said message to be pushed from a ~~customer relations  
management system communication server~~ by encoding  
at least a portion of said message in a ~~markup language  
standard format recognized by said communication  
server and a channel driver~~.

receiving an incoming customer support request at said ~~customer  
relations management system communication server~~,  
wherein

said ~~customer relations management system  
communication server~~ receives said incoming  
customer support request from ~~[[a]] said~~ channel  
driver in communication with a communications  
channel,

a media type of said communications channel is one of a  
plurality of media types, and  
said channel driver is configured to communicate with  
said communications channel using said media  
type, and

causing said ~~customer relations management system~~  
communication server to route said incoming customer  
support request to an agent,  
said causing routes said incoming customer support request to said agent  
as a work item,  
said causing routes said work item using said message,  
said causing comprises pushing said message from said ~~customer~~  
~~relations management system communication server~~,  
said pushing is performed in response to said receiving said incoming  
customer support request,  
said customer relations management system information comprises at least  
one of agent information and work item information,  
said agent information comprises information regarding said agent,  
said work item information comprises information regarding said work  
item,  
said other customer relations management system information is other  
than said agent information and said work item information, and  
said other customer relations management system information comprises  
at least one of a command, a request and a notification; **and**  
**communicating said message between said communication server and said**  
**channel driver, wherein**  
**said message is configured to transport said customer relations**  
**management system information and said other customer**  
**relations management system information between said**  
**communication server and said channel driver.**

24. (Previously Presented) The method of claim 23, wherein  
said notification comprises at least one of notification of an event and  
autonomously provided information.

25. (Original) The method of claim 24, wherein

said customer relations management system information further comprises at least one of queuing information, statistical information, connection information and rule information.

26. **(Currently Amended)** The method of claim 23, further comprising: communicating said message from ~~a commerce~~ said communication server to a universal queuing system.

27. **(Previously Presented)** The method of claim 23, further comprising: forming said command, wherein said other customer relations management system information comprises said command and said command is defined such that a module receiving said message performs an operation.

28. **(Previously Presented)** The method of claim 23, further comprising: forming said request, wherein said other customer relations management system information comprises said request and said request is configured to cause a module receiving said message to reply with requested customer relations management system information.

29. **(Previously Presented)** The method of claim 23, further comprising: forming said notification, wherein said other customer relations management system information comprises said notification, and said notification is generated by a module generating said message.

30. **(Previously Presented)** The method of claim 23, wherein said message defines a function, and said function is one of an agent-related function, a work item-related function, a statistics-related function and an administrative function.

31. **(Original)** The method of claim 30, wherein said agent-related function is initiated by one of an AgentLogin command, an AgentLogout command, an AgentInitAuBWork command, an

AgentAllMediaAvailable command, a ChangeAgentMediaMode command, a ChangeAgentSkill command, a RequestAgentState request, a RequestAgentMediaMode request, a RequestSystemState request, a RequestAgentWorkableList request, a RequestWorkItemAssignment request, a RequestAgentWorkItemList request and a RequestAgentMediaState request.

32. (Original) The method of claim 30, wherein said work item-related function is initiated by one of an AddWorkItem command, a RequestWorkItemStatus request, an AcceptWorkItem command, a RejectWorkItem command, a CompleteWorkItem command, a WrapUpWorkItemResponse command, a WrapCompleteWorkItem command, an HoldWorkItem command, an UnHoldWorkItem command, a BlindTransferWorkItemToAgent command, a TransferWorkItemToAgent command and a TransferWorkItemToRoute command.

33. (Original) The method of claim 30, wherein said statistics-related function is initiated by one of a SetChannelStatInterval command, a SetRouteStatInterval command, a StartAgentStat command, a StopAgentStat command and a GetSystemStatistics request.

34. (Original) The method of claim 30, wherein said administrative function is initiated by one of a UQOpenConnection command, a UQReopenConnection command, a UQInitRules command, a UQReplaceRules command and a UQDisconnect command.

35-36. **(Cancelled)**

37. **(Currently Amended)** A computer system comprising:  
a processor;  
computer readable storage medium coupled to said processor; and

computer code, encoded in said computer readable storage medium, configured to cause said processor to:

form a message, wherein

said forming comprises

inserting customer relations management system information and other customer relations management system information into said message,

configuring said message to be pushed from a ~~customer relations management system communication server~~ by encoding at least a portion of said message in a ~~markup language standard format recognized by said communication server and a channel driver.~~

receiving an incoming customer support request at said ~~customer relations management system communication server.~~

wherein

said ~~customer relations management system communication server~~ receives said incoming customer support request from ~~[[a]] said~~ channel driver in communication with a communications channel,

a media type of said communications channel is one of a plurality of media types, and said channel driver is configured to communicate with said communications channel using said media type, and

causing said ~~customer relations management system communication server~~ to route said incoming customer support request to an agent,

said causing routes said incoming customer support request to said agent as a work item,

said causing routes said work item using said message,

said causing comprises pushing said message from said ~~customer relations management system communication server.~~

said pushing is performed in response to said receiving said incoming customer support request,  
 said customer relations management system information comprises at least one of agent information and work item information,  
 said agent information comprises information regarding said agent,  
 said work item information comprises information regarding said work item,  
 said other customer relations management system information is other than said agent information and said work item information, and  
 said other customer relations management system information comprises at least one of a command, a request and a notification; **and**  
**communicate said message between said communication server and said channel driver, wherein**  
**said message is configured to transport said customer relations management system information and said other customer relations management system information between said communication server and said channel driver.**

38. (Previously Presented) The computer system of claim 37, wherein said notification comprises at least one of notification of an event and autonomously provided information.

39. (Previously Presented) The computer system of claim 38, wherein said customer relations management system information further comprises at least one of queuing information, statistical information, connection information and rule information.

40. **(Currently Amended)** The computer system of claim 37, wherein said computer code is further configured to cause said processor to:

communicate said message from ~~a commerce~~ said communication server to a universal queuing system.

41. **(Previously Presented)** The computer system of claim 37, wherein said computer code is further configured to cause said processor to:

form said command, wherein said other customer relations management system information comprises said command and said command is defined such that a module receiving said message performs an operation.

42. **(Previously Presented)** The computer system of claim 37, wherein said computer code is further configured to cause said processor to:

form said request, wherein said other customer relations management system information comprises said request and said request is configured to cause a module receiving said message to reply with requested customer relations management system information.

43. **(Previously Presented)** The computer system of claim 37, wherein said computer code is further configured to cause said processor to:

form said notification, wherein  
said other customer relations management system information comprises  
said notification, and  
said notification is generated by a module generating said message.

44. **(Previously Presented)** The computer system of claim 37, wherein  
said message defines a function, and  
said function is one of an agent-related function, a work item-related function, a statistics-related function and an administrative function.

45. **(Cancelled)**

46. **(Currently Amended)** A computer program product comprising:  
 a first set of instructions, executable on a computer system, configured to form a message, wherein  
 said first set of instructions comprises
- a first subset of instructions, executable on a computer system,  
 configured to insert customer relations management system information and other customer relations management system information into said message,
  - a second subset of instructions, executable on a computer system,  
 configured to configure said message to be pushed from a **customer-relations-management-system communication server**, wherein said second subset of instructions comprises
    - a first sub-subset of instructions, executable on a computer system, configured to encode at least a portion of said message in a **markup language standard format recognized by said communication server and a channel driver**,
  - a third subset of instructions, executable on a computer system,  
 configured to receive an incoming customer support request at said **customer-relations-management-system communication server**, wherein  
 said **customer-relations-management-system communication server** receives said incoming customer support request from **[[a]] said channel driver in communication with a communications channel, [[and]]**  
**a media type of said communications channel is one of a plurality of media types, and**



said channel driver is configured to communicate with  
said communications channel using said media  
type, and

a fourth subset of instructions, executable on a computer system,  
configured to cause said ~~customer-relations-management  
system-communication server~~ to route said incoming  
customer support request to an agent,  
said causing routes said incoming customer support request to said agent  
as a work item,  
said causing routes said work item using said message,  
said causing comprises pushing said message from said ~~customer  
relations-management-system-communication server~~,  
said pushing is performed in response to said receiving said incoming  
customer support request,  
said customer relations management system information comprises at least  
one of agent information and work item information,  
said agent information comprises information regarding said agent,  
said work item information comprises information regarding said work  
item,  
said other customer relations management system information is other  
than said agent information and said work item information, and  
said other customer relations management system information comprises  
at least one of a command, a request and a notification; and  
a second set of instructions, executable on a computer system, configured to  
communicate said message between said communication server and  
said channel driver, wherein  
said message is configured to transport said customer relations  
management system information and said other customer  
relations management system information between said  
communication server and said channel driver; and

computer readable storage media, wherein said computer program product is encoded in said computer readable storage media.

47. (Previously Presented) The computer program product of claim 46, wherein said notification comprises at least one of notification of an event and autonomously provided information.
48. (Previously Presented) The computer program product of claim 47, wherein said customer relations management system information further comprises at least one of queuing information, statistical information, connection information and rule information.
49. (**Currently Amended**) The computer program product of claim 46, wherein said computer program product further comprises:  
a ~~second-third~~ set of instructions, executable on said computer system, configured to communicate said message from ~~a commerce~~ said communication server to a universal queuing system.
50. (**Currently Amended**) The computer program product of claim 46, wherein said computer program product further comprises:  
a ~~second-third~~ set of instructions, executable on said computer system, configured to form said command, wherein said other customer relations management system information comprises said command and said command is defined such that a module receiving said message performs an operation.

51. **(Currently Amended)** The computer program product of claim 46, wherein said computer program product further comprises:

a ~~second-third~~ set of instructions, executable on said computer system, configured to form said request, wherein said other customer relations management system information comprises said request and said request is configured to cause a module receiving said message to reply with requested customer relations management system information.

52. **(Currently Amended)** The computer program product of claim 46, wherein said computer program product further comprises:

a ~~second-third~~ set of instructions, executable on said computer system, configured to form said notification, wherein said other customer relations management system information comprises said notification, and said notification is generated by a module generating said message.

53. **(Previously Presented)** The computer program product of claim 46, wherein

said message defines a function, and said function is one of an agent-related function, a work item-related function, a statistics-related function and an administrative function.

54. **(Cancelled)**

55. **(Currently Amended)** An apparatus comprising:

a processor; ~~and~~  
means for ~~inter-module communication comprising means for~~ forming a message, wherein  
said means for ~~inter-module communication forming said message~~ is communicatively coupled to said processor,  
said means for forming comprises

means for inserting customer relations management system information and other customer relations management system information into said message, and

means for configuring said message to be pushed from a ~~customer relations management system communication server~~,  
means for receiving an incoming customer support request at said communication server, wherein  
said communication server receives said incoming customer support request from a channel driver in communication with a communications channel,  
a media type of said communications channel is one of a plurality of media types, and  
said channel driver is configured to communicate with said communications channel using said media type, and  
means for causing said communication server to route said incoming customer support request to an agent,

said means for configuring comprises a means for encoding at least a portion of said message in a ~~markup language standard format~~  
recognized by said communication server and said channel driver,

said means for causing routes said incoming customer support request to said agent as a work item,  
said means for causing routes said work item using said message,  
said means for causing comprises means for pushing said message from ~~customer relations management system said communication server~~,  
server,

said means for pushing is configured to push said message in response to receipt of said incoming customer support request,

said means for pushing is configured to route said message to an agent as a work item,  
 said customer relations management system information comprises at least one of agent information and work item information,  
 said agent information comprises information regarding said agent,  
 said work item information comprises information regarding said work item,  
 said other customer relations management system information is other than said agent information and said work item information, and  
 said other customer relations management system information comprises at least one of a command, a request and a notification; **and means for communicating said message between said communication server and said channel driver, wherein said message is configured to transport said customer relations management system information and said other customer relations management system information between said communication server and said channel driver.**

56. (Previously Presented) The apparatus of claim 55, wherein said notification comprises at least one of notification of an event and autonomously provided information.

57. (Previously Presented) The apparatus of claim 56, wherein said customer relations management system information further comprises at least one of queuing information, statistical information, connection information and rule information.

58. **(Currently Amended)** The apparatus of claim 55, further comprising: means for communicating said message from ~~a commerce~~ **said communication server** to a universal queuing system.

59. (Previously Presented) The apparatus of claim 55, further comprising:

means for forming said command, wherein said other customer relations management system information comprises said command and said command is defined such that a module receiving said message performs an operation.

60. (Previously Presented) The apparatus of claim 55, further comprising: means for forming said request, wherein said other customer relations management system information comprises said request and said request is configured to cause a module receiving said message to reply with requested customer relations management system information.

61. (Previously Presented) The apparatus of claim 55, further comprising: means for forming said notification, wherein said other customer relations management system information comprises said notification, and said notification is generated by a module generating said message.

62. (Previously Presented) The apparatus of claim 55, wherein said message defines a function, and said function is one of an agent-related function, a work item-related function, a statistics-related function and an administrative function.

63-64. (Cancelled)

65. (Currently Amended) A method comprising:  
receiving a message, wherein  
at least a portion of said message is encoded in a ~~markup language~~  
standard format recognized by a communication server and a  
channel driver.  
said receiving comprises  
receiving said message from ~~a customer relations management~~  
system-said communication server upon said message

being pushed from said ~~customer relations management system communication server~~,  
 extracting customer relations management system information and  
 other customer relations management system information  
 from said message, and  
 decoding said at least said portion of said message in said ~~markup~~  
language standard format recognized by said  
communication server and said channel driver,  
 said message is pushed from said ~~customer relations management~~  
~~system communication server~~ as a result of said ~~customer~~  
~~relations management system communication server~~  
 receiving an incoming customer support request, wherein  
said communication server receives said  
incoming customer support request from  
said channel driver in communication  
with a communications channel,  
a media type of said communications channel is  
one of a plurality of media types, and  
said channel driver is configured to  
communicate with said communications  
channel using said media type,  
 identifying an agent to perform said incoming customer  
 support request, and  
 routing said incoming customer support request as a work  
 item to said agent,  
 said message is configured to ~~provide inter-module communications~~  
communicate said message between said communication server  
and said channel driver by virtue of  
 said message comprising said customer relations management  
 system information and said other customer relations  
 management system information,

said customer relations management system information  
comprising at least one of agent information and work item  
information,  
said agent information comprising information regarding said  
agent,  
said work item information comprising information regarding said  
work item,  
said other customer relations management system information  
being other than said agent information and said work item  
information, and  
said other customer relations management system information  
comprising at least one of a command, a request and a  
notification.

66. (Previously Presented) The method of claim 65, wherein  
said notification comprises at least one of notification of an event and  
autonomously provided information.

67. (Previously Presented) The method of claim 66, wherein  
said customer relations management system information further comprises at least  
one of queuing information, statistical information, connection  
information and rule information.

68. (Previously Presented) The method of claim 65, wherein  
said receiving of said command occurs at a universal queuing system.

69. (Previously Presented) The method of claim 65, further comprising:  
performing an operation in response to receiving said command, wherein said  
other customer relations management system information comprises said  
command.

70. (Previously Presented) The method of claim 65, further comprising:



replying with requested customer relations management system information in response to receiving said message, wherein said other customer relations management system information comprises said request.

71. (Previously Presented) The method of claim 65, wherein said other customer relations management system information comprises said notification, and said notification is generated by a module generating said message.

72. (Previously Presented) The method of claim 65, wherein said message defines a function, and said function is one of an agent-related function, a work item-related function, a statistics-related function and an administrative function.

73. (Currently Amended) A computer system comprising:  
a processor;  
computer readable storage medium coupled to said processor; and  
computer code, encoded in said computer readable storage medium, configured to cause said processor to:  
receive a message, wherein

at least a portion of said message is encoded in a **markup  
language-standard format recognized by a  
communication server and a channel driver.**

**said computer code configured to cause said processor to  
receive comprises**

computer code configured to cause said processor to receive said message from **a customer relations management system  
said communication server** upon said message being pushed from said **a customer relations management system  
communication server.**

computer code configured to cause said processor to extract customer relations management system information and other customer

relations management system information from said message,  
 and  
 computer code configured to cause said processor to decode said at  
 least said portion of said message in said ~~markup language~~  
standard format recognized by said communication server  
and said channel driver,  
 said message is pushed from said ~~customer relations management~~  
~~system-communication server~~ as a result of said ~~customer~~  
~~relations-management-system-communication server~~  
 receiving an incoming customer support request, wherein  
said communication server receives said  
incoming customer support request from  
said channel driver in communication  
with a communications channel,  
a media type of said communications channel is  
one of a plurality of media types, and  
said channel driver is configured to  
communicate with said communications  
channel using said media type,  
 identifying an agent to perform said incoming  
 customer support request, and  
 routing said incoming customer support request as a  
 work item to said agent,  
 said message is configured to ~~provide inter-module communications~~  
communicate said message between said communication  
server and said channel driver by virtue of  
 said message comprising said customer relations management  
 system information and said other customer relations  
 management system information,

said customer relations management system information  
comprising at least one of agent information and work  
item information,  
said agent information comprising information regarding said  
agent,  
said work item information comprising information regarding  
said work item,  
said other customer relations management system information  
being other than said agent information and said work  
item information, and  
said other customer relations management system information  
comprising at least one of a command, a request and a  
notification.

74. (Previously Presented) The computer system of claim 73, wherein said notification comprises at least one of notification of an event and autonomously provided information.
75. (Previously Presented) The computer system of claim 74, wherein said customer relations management system information further comprises at least one of queuing information, statistical information, connection information and rule information.
76. (Previously Presented) The computer system of claim 73, wherein said receiving of said command occurs at a universal queuing system.
77. (Previously Presented) The computer system of claim 73, wherein said computer code is further configured to cause said processor to:  
perform an operation in response to receiving said command, wherein said other customer relations management system information comprises said command.

78. (Previously Presented) The computer system of claim 73, wherein said computer code is further configured to cause said processor to:
- reply with requested customer relations management system information in response to receiving said message, wherein said other customer relations management system information comprises said request.
79. (Previously Presented) The computer system of claim 73, wherein said other customer relations management system information comprises said notification, and
- said notification is generated by a module generating said message.
80. (Previously Presented) The computer system of claim 73, wherein said message defines a function, and
- said function is one of an agent-related function, a work item-related function, a statistics-related function and an administrative function.
81. (Currently Amended) A computer program product comprising:
- a first set of instructions, executable on a computer system, configured to receive a message, wherein
    - at least a portion of said message is encoded in a ~~markup language~~ **standard format recognized by a communication server and a channel driver.**
    - said first set of instructions comprises
      - a first subset of instructions, executable on a computer system, configured to receive said message from ~~a customer relations management system~~ **said communication server** upon said message being pushed from said ~~customer relations management system~~ **communication server.**
      - a second subset of instructions, executable on a computer system, configured to extract customer relations management

system information and other customer relations  
 management system information from said message, and  
 a third subset of instructions, executable on a computer system,  
 configured to decode said at least said portion of said  
 message in said markup language standard format  
recognized by said communication server and said  
channel driver,  
 said message is pushed from said ~~customer relations management~~  
~~system communication server~~ as a result of said ~~customer~~  
~~relations management system communication server~~  
 receiving an incoming customer support request, wherein  
said communication server receives said  
incoming customer support request from  
said channel driver in communication  
with a communications channel,  
a media type of said communications channel is  
one of a plurality of media types, and  
said channel driver is configured to  
communicate with said communications  
channel using said media type,  
 identifying an agent to perform said incoming customer  
 support request, and  
 routing said incoming customer support request as a work  
 item to said agent,  
 said message is configured to ~~provide inter-module communications~~  
communicate said message between said communication server  
and said channel driver by virtue of  
 said message ~~comprises~~ comprising said customer relations  
 management system information and said other customer  
 relations management system information,

said customer relations management system information comprises at least one of agent information and work item information,  
 said agent information comprises information regarding said agent,  
 said work item information comprises information regarding said work item,  
 said other customer relations management system information is other than said agent information and said work item information, and  
 said other customer relations management system information comprises at least one of a command, a request and a notification; and  
 computer readable storage media, wherein said computer program product is encoded in said computer readable storage media.

82. (Previously Presented) The computer program product of claim 81, wherein

said notification comprises at least one of notification of an event and autonomously provided information.

83. (Previously Presented) The computer program product of claim 81, wherein

said customer relations management system information further comprises at least one of queuing information, statistical information, connection information and rule information.

84. (Previously Presented) The computer program product of claim 81, wherein

said receiving of said command occurs at a universal queuing system.

85. (Previously Presented) The computer program product of claim 81, wherein said computer program product further comprises:

a second set of instructions, executable on said computer system, configured to perform an operation in response to receiving said command, wherein said other customer relations management system information comprises said command.

86. (Previously Presented) The computer program product of claim 81, wherein said computer program product further comprises:  
a second set of instructions, executable on said computer system, configured to reply with requested customer relations management system information in response to receiving said message, wherein said other customer relations management system information comprises said request.

87. (Previously Presented) The computer program product of claim 81, wherein  
said other customer relations management system information comprises said notification, and  
said notification is generated by a module generating said message.

88. (Previously Presented) The computer program product of claim 81, wherein  
said message defines a function, and  
said function is one of an agent-related function, a work item-related function, a statistics-related function and an administrative function.

89. (Currently Amended) An apparatus comprising:  
a processor; and  
means for receiving a message, wherein  
said means for receiving is communicatively coupled to said processor,  
at least a portion of said message is encoded in a **markup language  
standard format recognized by a communication server and a  
channel driver.**  
said means for receiving comprises

means for receiving said message from ~~a customer relations management system~~ said communication server upon said message being pushed from said ~~customer relations management system~~ communication server.

means for extracting customer relations management system information and other customer relations management system information from said message, and

means for decoding said at least said portion of said message in said ~~markup language~~ standard format recognized by said communication server and said channel driver.

said message is pushed from said ~~customer relations management system~~ communication server as a result of said ~~customer relations management system~~ communication server receiving an incoming customer support request, wherein said communication server receives said incoming customer support request from said channel driver in communication with a communications channel, a media type of said communications channel is one of a plurality of media types, and said channel driver is configured to communicate with said communications channel using said media type,

identifying an agent to perform said incoming customer support request, and

routing said incoming customer support request as a work item to said agent,

said message is configured to ~~provide inter-module communications~~ communicate said message between said communication server and said channel driver by virtue of



said message comprising said customer relations management system information and said other customer relations management system information,  
said customer relations management system information comprising at least one of agent information and work item information,  
said agent information comprising information regarding an agent,  
said work item information comprising information regarding a work item,  
said other customer relations management system information being other than said agent information and said work item information, and  
said other customer relations management system information comprising at least one of a command, a request and a notification.

90. (Previously Presented) The apparatus of claim 89, wherein said notification comprises at least one of notification of an event and autonomously provided information.

91. (Previously Presented) The apparatus of claim 90, wherein said customer relations management system information further comprises at least one of queuing information, statistical information, connection information and rule information.

92. (Previously Presented) The apparatus of claim 89, wherein said receiving of said command occurs at a universal queuing system.

93. (Previously Presented) The apparatus of claim 89, further comprising:  
means for performing an operation in response to receiving said command,  
wherein said other customer relations management system information  
comprises said command.

94. (Previously Presented) The apparatus of claim 89, further comprising:  
means for replying with requested customer relations management system  
information in response to receiving said message, wherein said other  
customer relations management system information comprises said  
request.

95. (Previously Presented) The apparatus of claim 89, wherein  
said other customer relations management system information comprises said  
notification, and  
said notification is generated by a module generating said message.

96. (Previously Presented) The apparatus of claim 89, wherein  
said message defines a function, and  
said function is one of an agent-related function, a work item-related function, a  
statistics-related function and an administrative function.

97-98. (Cancelled)

99. (Cancelled)

100. (**Currently Amended**) The method of claim 23, wherein forming **[[a]]**  
said message further comprises:  
packaging and un-packaging said customer relations management system  
information and said other customer relations management system  
information using a data transfer protocol.

101. (Previously Presented) The computer system of claim 37, wherein said computer code is further configured to cause said processor to:
- package and un-package said customer relations management system information and said other customer relations management system information using a data transfer protocol.
102. (Previously Presented) The computer program product of claim 46, wherein said first set of instructions further comprises:
- a fifth subset of instructions, executable on said computer system, configured to package and un-package said customer relations management system information and said other customer relations management system information using a data transfer protocol.
103. (Previously Presented) The apparatus of claim 55, wherein said means for forming further comprises:
- means for packaging and un-packaging said customer relations management system information and said other customer relations management system information using a data transfer protocol.
104. **(New)** The method of claim 23, wherein
- an interface between said communication server and a plurality of channel drivers is configured to provide communications between said communication server and said channel drivers,
  - said channel drivers comprise said channel driver,
  - each of said channel drivers is configured to be coupled to at least one of a plurality of communications channels,
  - said communications channels comprise said communications channel, and
  - a media type of each communications channel is one of said media types.

105. **(New)** The computer system of claim 37, wherein  
an interface between said communication server and a plurality of channel drivers  
is configured to provide communications between said communication  
server and said channel drivers,  
said channel drivers comprise said channel driver,  
each of said channel drivers is configured to be coupled to at least one of a  
plurality of communications channels,  
said communications channels comprise said communications channel, and  
a media type of each communications channel is one of said media types.

106. **(New)** The computer program product of claim 46, wherein  
an interface between said communication server and a plurality of channel drivers  
is configured to provide communications between said communication  
server and said channel drivers,  
said channel drivers comprise said channel driver,  
each of said channel drivers is configured to be coupled to at least one of a  
plurality of communications channels,  
said communications channels comprise said communications channel, and  
a media type of each communications channel is one of said media types.

107. **(New)** The apparatus of claim 55, wherein  
an interface between said communication server and a plurality of channel drivers  
is configured to provide communications between said communication  
server and said channel drivers,  
said channel drivers comprise said channel driver,  
each of said channel drivers is configured to be coupled to at least one of a  
plurality of communications channels,  
said communications channels comprise said communications channel, and  
a media type of each communications channel is one of said media types.